

## Complaint Guidelines

Below are some general guidelines to assist you in making a query or complaint to Great Lengths

### If you are a wearer of Great Lengths Hair Extensions

and you have a query, please contact our Customer Services Department at:

Customer Services  
Great Lengths  
Unit E1  
Wira Office Park  
West Park Ring Road  
Leeds  
LS16 6EB

Tel: 0113 2163062  
Email: [customerservices@greatlengthshair.co.uk](mailto:customerservices@greatlengthshair.co.uk)

We will acknowledge your query within 2 weeks of receipt.

One of our team will be happy to help you with your complaint and will ensure every effort's made to deal with your query immediately. If this is not possible we hope to respond to your complaint within 2 weeks. At this point we expect to be able to resolve the matter, however if this is not possible, we will continue to investigate the issue and keep you informed of our progress for a period of up to 8 weeks.

Please note that as an end-consumer of Great Lengths, your contract is with the hairdresser or salon that applied your hair extensions. In order to assist you we will contact your hairdresser for further information and mediate between you to resolve the matter.

If you are not happy with the final response of Great Lengths, you have the right to refer your query to an independent arbitration service. The relevant referral details are below:

Financial Ombudsman Service  
South Quay Plaza  
193 Marsh Wall  
London  
E14 9SR

Tel: 0845 0801800  
Email: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)  
Web: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

### If you are a Great Lengths Certified Salon

and you have a query, please contact our Customer Services Department at:

Customer Services  
Great Lengths  
Unit E1  
Wira Office Park  
West Park Ring Road  
Leeds  
LS16 6EB

Tel: 0113 2163062  
Email: [customerservices@greatlengthshair.co.uk](mailto:customerservices@greatlengthshair.co.uk)

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point we expect to be able to resolve the matter, however if this is not possible, we will continue to investigate the issue and keep you informed of our progress for a period of up to 8 weeks from initial query.

Please note our Standard Terms & Conditions apply. For a copy please request this from our Customer Services Team.